

What are the Hazards?	Who might be harmed	Risk occasion	Controls
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		<p>Communication</p> <p>Mental Health</p> <p>PPE</p>	<p>Frequent cleaning and disinfecting of objects and surfaces that are touched regularly will take place.</p> <p>Enhanced cleaning for busy areas using appropriate cleaning products will be implemented.</p> <p>Any cleaning required after a known or suspected case of COVID-19 will be carried out in accordance with the specific Government</p> <p>Where possible doors will be kept open minimise touch point and increase air flow</p> <p>To help reduce the spread of coronavirus (COVID-19) guidance reminding everyone of the public health advice will be displayed around the building.</p> <p>All team members will receive regular communication through the company facebook group.</p> <p>We will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support we can and encourage communication</p> <p>Provision and use of any protective clothing and equipment for staff, based on their specific roles, will be entirely compliant and in line with Government and PHE guidelines</p>
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		<p>CUSTOMER ASSESMENT</p> <p>Customer Journey</p> <p>Capacity control</p> <p>Entering the building</p>	<p>Pre-Booking In line with Gov guidelines all guests are advised to pre-book. we will take 70% bookings and have 30% walk in. Bookings can be taken over the phone or through our website. Capacity has been reduced to reflect safe distance guidelines.</p> <p>Queuing Clear pavement markings will be provided at appropriate intervals outside the property and into the car park to allow safe distance queuing.</p> <p>Communication Clear signage will explain to customers our social distancing guidelines and remind them not to enter if they have symptoms of COVID-19. And clear signs at all entrances and on our website and social media to explain how to come to the pub and use our facilities now</p> <p>Access The entrance will be kept open when possible to minimise contact with handles. A host will be outside to welcome customers and explain how it works. Customers will be asked if they are booked and capacities adhered to if not. We will manage access to external areas to ensure safe distancing and there will be signs reminding people to keep a safe distance and stay sat at their table.</p> <p>Access to Table Customers will be directed to their table and aisles/walkways will be kept as clear as possible to maintain safe distancing.</p>
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		Ordering food and drinks	<p>Process Inside will be waiter service or order by app to reduce contact, we will ask customers if we can place food and drinks at the end of the tables and customers asked to put their empties there for collection the bar will be closed Outside will be ordering and paying by app only - advertised around the venue and on our website and social media,</p>
		Bar service	There will be no bar service
		Food and drink service	<p>Hygiene/Contact Cutlery will now be delivered alongside the food, Sauces will be individual sachets and no longer shareable sauces. Food runners will be required to wear a mask. When placing food on a table the server will place it on the edge for a customer to hand to the rest of the group, or ask the customer if we can place it in front of them if the plate is hot</p>
		Clearing the tables	<p>Hygiene/Contact Customers will be asked to place all dirty or empty plates/ glasses at the edge of tables for collection.</p>
		Going to the toilet	<p>Access Routes to the toilets will be kept clear and all movement on stairs will be kept to the left with clear signage advising people to respect safe distancing. Anyone using the toilet from outside will follow the signs round the the back of the pub and go in and out that way</p> <p>Capacity Customers will be reminded with signs outside the toilets to keep to the distancing guidelines</p>

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		Payment	<p>Queuing Waiting areas outside the toilets will be identified by floor markings to allow safe distance</p> <p>Hand Washing/Sanitising Hand washing facilities with soap and water are in place. There will be a wall mounted hand sanitiser adjacent to the toilets for use on entry/ exit and signage will remind people to wash hands.</p> <p>Hygiene Regular cleaning of high touch surfaces will take place.</p> <p>Cleaning A Covid-19 cleaning box will be provided for toilets with a disinfectant clean carried out at regular intervals. Especially high tap and flushes</p> <p>Cashless Payment Customers will pay via app or pay for everything via contactless payment. No cash payments.</p> <p>Route Signage will be provided advising customers routes to take on and off site and to the toilets</p> <p>Clearing - All dirty items will be removed ready for sanitising.</p> <p>Cleaning All tables will be sanitised between customers</p>
		Table changeover	

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		<p>Continuous actions</p> <p>STAFF ASSESSMENT Staff journey</p> <p>Before returning to work</p> <p>Arrival</p>	<p>High Frequency Cleaning During service there will be increased frequency of cleaning and disinfection, all shared equipment, work surfaces, touch points, door handles, keypads,</p> <p>High frequency hand washing - Staff Team members will be required to wash their hands after every task and as a minimum on a 30 minutes rotation. Manager will be responsible for enforcing this</p> <p>Advice to staff Team members must not come to work if they have symptoms of COVID-19 or live in a household where someone has COVID-19 and will be regularly briefed. Prior to returning to work all team members will be contacted company Facebook email.</p> <p>Training Training will be given to all team members to ensure they understand the risks associated with COVID-19 and ways to protect themselves and customers and limit the spread of the virus. A COVID-19 secure plan and training will be delivered the week before we open to ensure that the protocol is implemented and thoroughly applied.</p> <p>Location All team members are directed to enter the property from the front door at the appointed time. Arrival times will be staggered and people will be advised to maintain safe distance</p>
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Uniform

Kitchen menu

Hand Cleaning
 All team members will be instructed to clean hands on arrival following UK Government advice and hand sanitizer will be provided at the entrance.

Travel to work
 Team members are required to travel to work in separate clothes to what they will be wearing inside the site if travelling on public transport.

Changing
 Team members will follow a direct path to the toilets immediately upon entering the site to change and store travelling clothes.

Reduced menu
 The menu has been reduced to ensure that access to food can be effectively controlled and monitored.

Cleaning regime
 Cleaning will take place on a regular frequency to reflect the need to reduce risk from coronavirus as well as maintaining all expectations relevant to a food business regarding hygiene.

Handwashing of glassware, plates and cutlery should be avoided where possible with glassware washed separately from plates and cutlery.

Where handwashing is necessary, staff should wear rubber gloves and use suitable products for cleaning and sanitation.

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		<p data-bbox="808 584 1048 616">Food storage areas</p> <p data-bbox="808 842 981 874">Workbenches</p> <p data-bbox="808 970 949 1002">Equipment</p>	<p data-bbox="1223 264 1402 296">Handwashing</p> <p data-bbox="1223 300 2047 363">Team members will be required to clean their hands after every task and as a minimum on a 30 minutes rotation.</p> <p data-bbox="1223 402 1285 434">PPE</p> <p data-bbox="1223 437 2065 501">Kitchen staff will wear gloves. Masks and visors are readily available if they would like to wear one</p> <p data-bbox="1223 574 1433 606">Safe Distancing</p> <p data-bbox="1223 609 1980 641">A maximum of one person at a time allowed into chilled stores .</p> <p data-bbox="1223 679 1384 711">Preparation</p> <p data-bbox="1223 715 2051 820">All stock will be assessed with any out of date products removed and disposed of according to guidance. All equipment will be checked and assessed and a thorough clean completed prior to reopening.</p> <p data-bbox="1223 858 1966 922">Worktops will be cleaned on a regular basis and table surfaces immediately after use.</p> <p data-bbox="1223 960 1326 992">Testing</p> <p data-bbox="1223 995 2038 1059">All outstanding statutory testing for equipment has been completed before reopening.</p> <p data-bbox="1223 1062 1989 1094">Ice machines, glass washers and dishwashers will be run through</p> <p data-bbox="1223 1133 1348 1165">Cleaning</p> <p data-bbox="1223 1168 2042 1232">Enhanced cleaning regime including frequent cleaning of high touch items using appropriate cleaning products</p>

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		Outdoor areas	<p>Set Up Outdoor tables and seats will be reconfigured to meet safe distancing guidelines</p> <p>Monitoring There will be constant monitoring to prevent large groups from forming and ensure people are all seated and keeping a safe distance. There will be signs explains to maintain a safe distance from other people</p> <p>Queue There will be a queue with marked out stickers for people to wait down in to the carpark</p> <p>Moving around There will be a distanced gap for people to get to the back of the pub to use the toilets</p>
		Deliveries	<p>Location All deliveries to be made to rear doors or through front door and. Delivery companies will be advised.</p> <p>Safe Distancing Maintain minimum distance rules when taking deliveries and where possible use digital forms of delivery verification.</p> <p>Hygiene Hands to be washed thoroughly after delivery has been taken. Hand sanitisers to be positioned at entrance.</p>

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		<p>Leaving work</p>	<p>Equipment i.e. phone, keyboard, pen, mouse and desk in the pub back office. Where this is impossible, all shared equipment should be disinfected before use with an alcohol wipe or appropriate surface disinfectant as advised by Government guidelines</p> <p>Close Down All areas and kitchen equipment to be cleaned and sanitised prior to close with employees working at close down to clean the areas they are working in. Putting stock away to be completed by one person prior to beginning close down and equipment cleaning. The changing room should be cleaned and sanitised by the last person to leave a. Manager to clean and sanitise office and door handles to front entrance prior to leaving.</p> <p>Uniform Work clothes should be washed after shift</p> <p>Process If anyone becomes unwell with a new continuous cough or a high temperature in the work-place they will be sent home and advised to follow the stay at home guidance.</p> <p>Support Manager will maintain regular contact with staff members during this time</p>
		<p>When staff feel unwell</p>	

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		Contractor visits - to reduce the risk of transmission through contact with objects or contractors which come into the pub	<p>Arrival All contractors to arrive at rear entrance or front entrance with risk assessment and appropriate PPE</p> <p>Health Check Must ensure they are not showing signs of Covid-19</p> <p>Safe Distancing Staff member to brief contractor on safe distancing rules, witness use of hand sanitizer on entry and advise on requirement to wash hands at 30 minutes intervals during their time on site. Wherever possible all contractor visits to be carried out outside of trading hours</p>

Date 08/04/21
Review period 3 months
Assesors name Nicola Storey
Position - Company Director
Signature N Storey